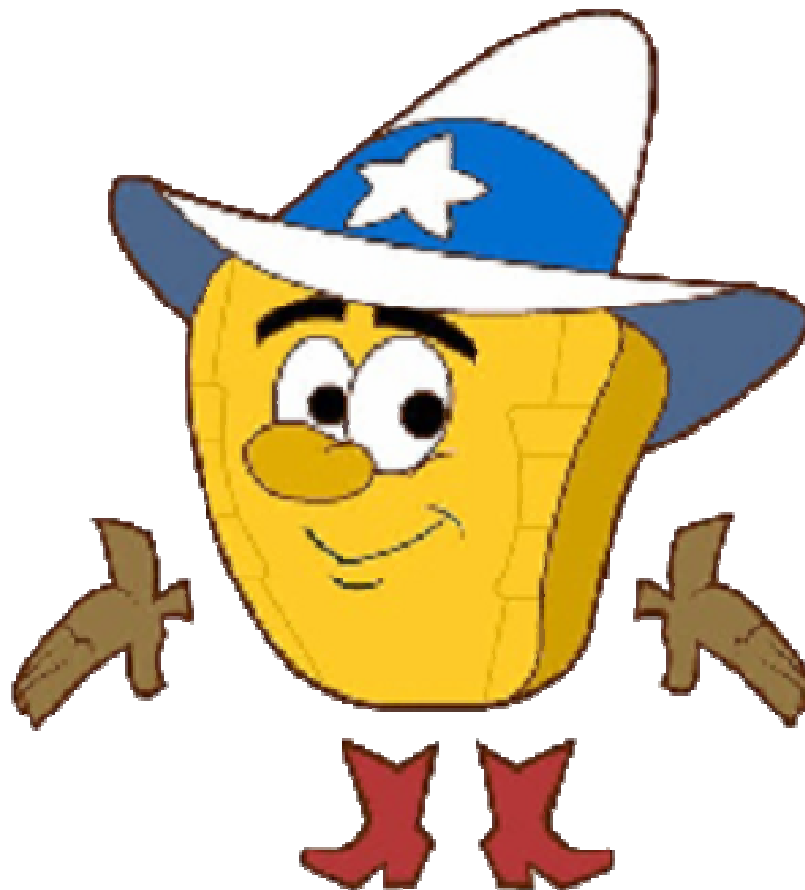




WIC EBT “Tex”





Texas WIC EBT System: Post-Pilot Expansion/Rollout

Department of State Health Services
Nutrition Services Section
1100 W. 49th Street
Austin, TX 78756



TODAY'S AGENDA TOPICS

- Welcome and Introductions
- EBT Pilot Results
- Post-Pilot Expansion/Rollout
- Is Your Store WIC EBT-Ready?
- Critical Dates/Deadlines
- Questions?

BREAK

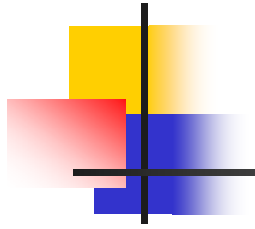
- No, My Store is Not WIC EBT-Ready!
- Commercial ECR System Options
- ECR Systems Demonstrations
- "Next Steps"
- Questions?



Welcome and Introductions



EBT Pilot Results



El Paso Offline WIC EBT Pilot

- June 1, 2004 – May 31, 2005
- 2 Local Agencies
- 18 Clinics
- 44,797 Families
- 50,566 WIC Participants
- 85 WIC Authorized Grocers



Expanded Pilot Statistics

- Pilot Expansion: Grayson County (October 2005)
 - WIC Participants: 7,000
 - Local Agency: 1
 - WIC Clinics: 2
 - WIC Vendors: 14 (100% Commercial)
- Pilot System Statistics (As of October 31, 2005)
 - WIC Claims Processed: \$34,915,020.75
 - WIC Claims Paid: \$34,445,155.20
 - WIC Purchase Transactions: 1,385,101
 - Average \$/Transaction: \$24.89
 - Average # Days to Pay: 2 Days



Stakeholder Feedback

- WIC Participant Impact
 - Participants confirm EBT is better than paper vouchers.
- WIC Grocer Impact
 - Grocers agree WIC EBT dramatically improves both in-lane and back-end store operations.
- WIC Local Agency/Clinic Impact
 - Local Agency/Clinic staff have adjusted to many new system features and procedures. WIC staff are very positive and believe EBT is best for the WIC Program.
- **Texas WIC EBT is a resounding success!**
 - All stakeholders – WIC participants, grocers, local agencies, clinics and the State – report EBT is far superior and offers many advantages over paper vouchers.



Improvements for WIC Participants

- Ability to purchase food items when and as needed.
- Easy to use.
- Less embarrassing.
- Less time to pickup benefits, no repeated signatures.
- Cards are replaced; paper vouchers are not.
- Cards are easier to carry around than vouchers.



Improvements for Grocers

- Reduced time “in lane”.
- Reduced incidents requiring manager intervention.
- Improved store-participant relations
- Electronic (automatic) process for submitting claims.
- Shorter time for payments.
- Change in purchasing patterns; shift to 1st and last weeks.



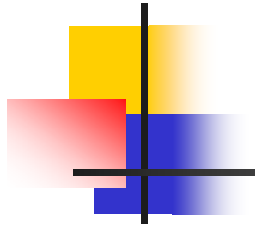
EBT Pilot Results: Stand-Beside Systems

- Small grocers are unfamiliar with ECR system operations and maintenance.
- Grocers not familiar with ECR system operations are often unable to identify/resolve minor system problems.
- Grocers unfamiliar with ECR system operations are unable or unwilling to perform daily routine tasks.
- Some problems go unrecognized and/or unreported.
- Permanent/professional installation reduces problems.
- “Out of Balance” conditions, ECR and kWICpos, were common
 - Sale items
 - Discounts, coupons, buy-one/get-one
 - Loyalty specials/discounts



EBT Pilot Results: Stand-Beside Systems

- Quality and method of installations varied widely
- Product packaging negatively impacted UPC scanning at low-cost scanners
- Not all standard grocer reports were accessed/used.
- Balance Inquiry terminals were used infrequently.
- Low volume slowed transaction processing speed, contributing to a grocer's inability to identify and report problems.
- The printed receipt font was too small, difficult for participant and clerk to read.



EBT Pilot Results: Integrated Systems

- Stores with integrated systems reported overall pilot success
- Satisfaction was largely influenced by ECR system design features, system performance and provider support.
- Initial certification process largely a success, but ongoing certification process requires more definition, clarity.
- Few, intermittent system and processing failures:
 - Electronic signature (system security)
 - Timely claims submission (integrity)
 - Timely APL/HCL download & processing (integrity)



Improvements in Local Agencies, Clinics and State WIC Office

- Reduced number of WIC paper claims/vouchers received, reviewed and processed for payment.
- Streamlined, more efficient (automated) error identification
- Participants still require “hands on” training from clerks.
- Unmet contract obligations: late file exchanges between grocer and State hosts (x>48 hr)
 - Potential WIC over-issuance
 - Unauthorized/non-reimbursed WIC food sales

Fiction? It depends....

- WIC EBT has improved the quality of service delivery and clinic flow. [Fact: WIC EBT has increased the time in the clinic.]



Pilot Outcomes: Division/Revision of Labor

	Paper	El Paso	Statewide
Risk Assessment/ Certification	G	G	G
Benefit Issuance	G	G	G
Claims Processing	G	G	G
Settlement	G	G	G
Reconciliation	G	G	G
Oversight/Controls	G	G	G
Food Delivery	V	V/G	V



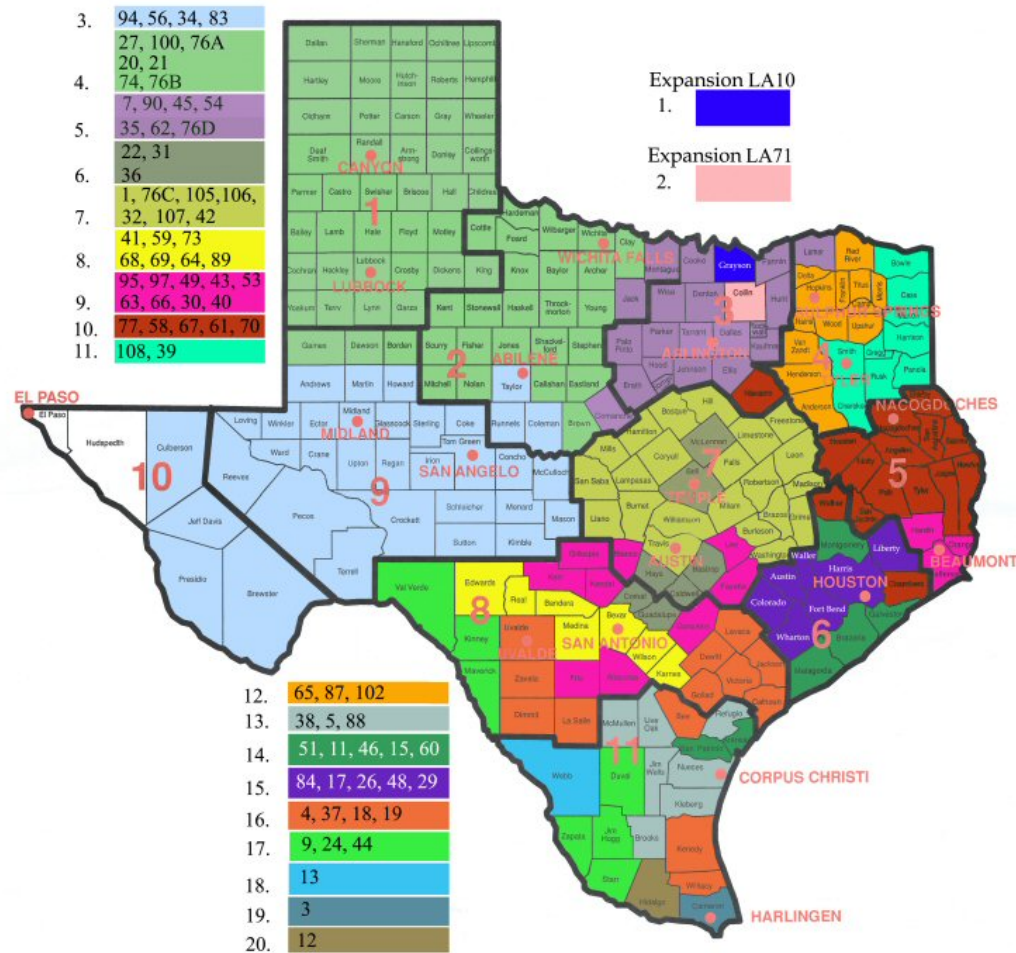
Post-Pilot Expansion/Rollout



Post-Pilot Expansion/Rollout

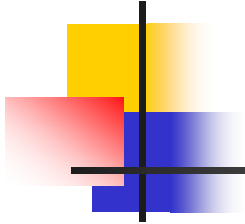
- Grayson County October, 2005
- Collin County February, 2006
- West Texas June, 2006
- Panhandle Region September, 2006
- Statewide *TBA

Post-Pilot Expansion/Rollout



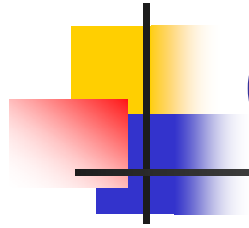


Is Your Store WIC EBT Ready?

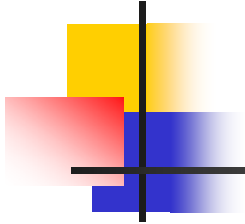


Yes, My Store is WIC EBT-Ready!

	<u>YES</u>	<u>/</u>	<u>NO</u>
■ Is your store ECR/POS WIC EBT-enabled?	√		?
■ Are store personnel trained?	√		?
■ Is the store system Level 3 certified?	√		?
■ Has the store requested reimbursement?	√		?



Critical Dates and Deadlines

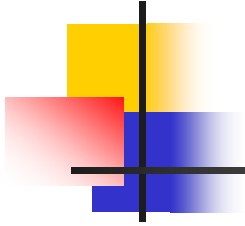


Critical Dates/Deadlines

Final Step: Level 3 Certification

Once a store ECR system is Level 3 certified, the store can accept WIC EBT smart cards for WIC food purchases.

	<u>West Texas</u>	<u>Panhandle</u>
Select Vendor and System:	12/1/05	3/1/06
Sign Contract with Vendor:	1/1/06	4/01/06
Site Survey Complete:	2/1/06	5/1/06
Installation Site Ready By:	3/1/06	6/1/06
HW/SW Installed By:	4/10/06	7/10/06
Update APL/Shelf Prices By:	4/15/06	7/15/06
Complete Staff Training By:	4/15/06	7/15/06
Level III Certification By:	5/1/06	8/1/06



Questions?



BREAK



No, My Store is Not EBT Ready!



Grocer Responsibilities

- Make a Decision:
 - Upgrade Existing ECR System SW & Terminals
 - Purchase WIC-Enabled ECR System
- Select a WIC-certified ECR system.
- Contract with a WIC Certified ECR System Representative
- Install/purchase the system
- Train store personnel
- Attend State WIC mandatory manager training
- Obtain Level 3 certification
- Submit a signed request for reimbursement to WIC



State Responsibilities

- State Responsibilities
 - Provide information to grocers about WIC sales, authorized lanes
 - Provide information about WIC-certified ECR systems and representatives
 - Conduct Level 3 certifications
 - Recertify the store ECR system, as necessary
 - Receive/process reimbursement request



I have an IBM, ICL-Fujitsu, NCR...

Option #1: Upgrade Existing Store ECR/POS

- POS

- Full lane coverage
- \$200/Lane/Terminal

- ECR

- EBT-enabled SW provided at “no cost”
- No state reimbursement for customization

Available Upgrades: ECR Manufacturer Software

- IBM-ACE, Version 3.0
- IBM-SA, Version 8.0
- NCR, ACS System
- ICL-FUJITSU, ISS45 WinPOS



I Don't Have an ECR System; OR My ECR System Isn't IBM, ICL-Fujitsu, NCR,...

Option #2: Purchase/Install WIC-Enabled Commercial ECR System

- Grocer Decisions

- Do I replace my current ECR system?
- Do I install/operate the system "beside" my current ECR?
- If I have no ECR, the system will "stand alone".

- Will the State reimburse me? If so, how much?

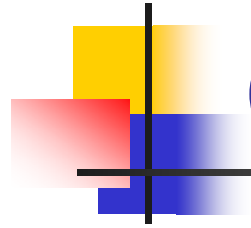
- Yes. Reimbursement is based on the most recent 12 months of WIC food sales for each outlet.
- WIC lane equipage: $1 \leq x \leq 4$ lanes. The maximum number of WIC authorized/reimbursed lanes is "4".
- Lane equipage is calculated based on increments of \$8,000 in average monthly WIC food sales.
 - 1 lane = \$1 – 15,999
 - 2 lanes = \$16,000- \$23,999
 - 3 lanes = \$24,000 - \$31,999
 - 4 lanes = \$32,000+



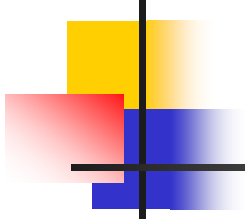
I Own a WIC-Only Store...

Option #2: Purchase/Install WIC-Enabled Commercial ECR System

- What if I own a WIC-only store?
 - WIC-only Store (Definition)
 - A store that sells foods only to WIC Program participants; or
 - A store with more than 50% of its food sales as WIC.
 - Lane Equipage Policy
 - WIC-only stores receive at least one (1) lane but not more than three (3) lanes
 - Lanes will be allocated based on the Store's monthly WIC sales volume for the most recent 12-months.



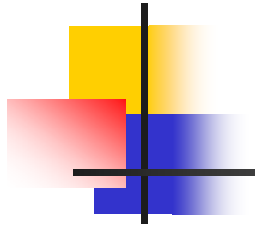
Commercial ECR System Options



WIC Certified ECR Systems

As of November 28, 2005, the following systems are WIC certified:

- IBM-ACE, Version 4.0 (nemo) Rec 84
- ICL-FUJITSU, Version 7.0.9, WinPOS, ISS45
- JPMA, Version 4.0



ECR Systems Demonstrations



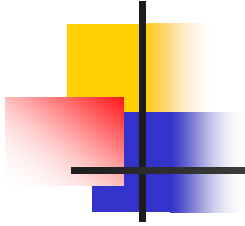
ECR Representatives Here Today:

- IBM-ACE
 - Malloy's Cash Register Systems, Houston, TX
 - Representative: Dennis Malloy, Terry Fischer
- ICL-Fujitsu
 - Cash Register Services of Lubbock, Lubbock, TX
 - Representatives: David Fuller, Len Fuller, Mike Willard, Steven Watters
- JPMA
 - JPMA Incorporated, Lakewood, CO
 - Representatives: Jim Magee, Patrick O'Neill, Paul Andrews, Bill Monsour



What will be my reimbursement from WIC?

- The State will pay the actual cost of the Commercial ECR System or a system cost not to exceed:
 - \$ 11,000 for one lane
 - \$ 18,000 for two lanes
 - \$ 25,000 for three lanes
 - \$ 33,000 for four lanes
- Reimbursements for applicable sales tax will be in addition to these amounts.

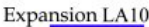


“Next Steps”



Critical Dates/Deadlines

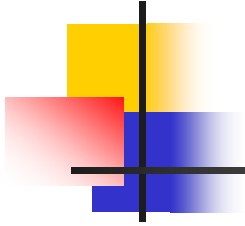
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HW/SW Installed By:	4/10/06	7/10/06
Update APL/Shelf Prices By:	4/15/06	7/15/06
Complete Staff Training By:	4/15/06	7/15/06
Level III Certification By:	5/1/06	8/1/06



1.

Expansion LA71

2.

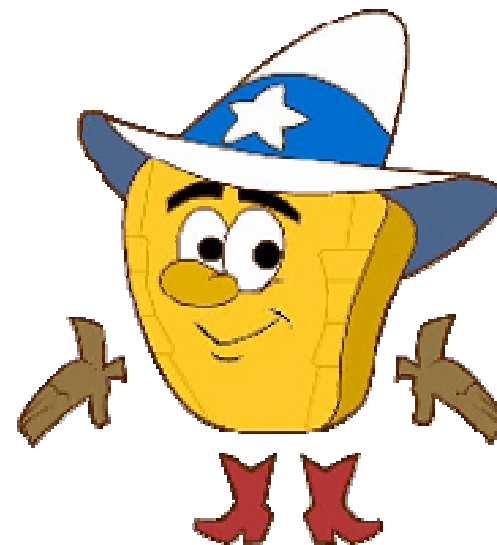


Questions?



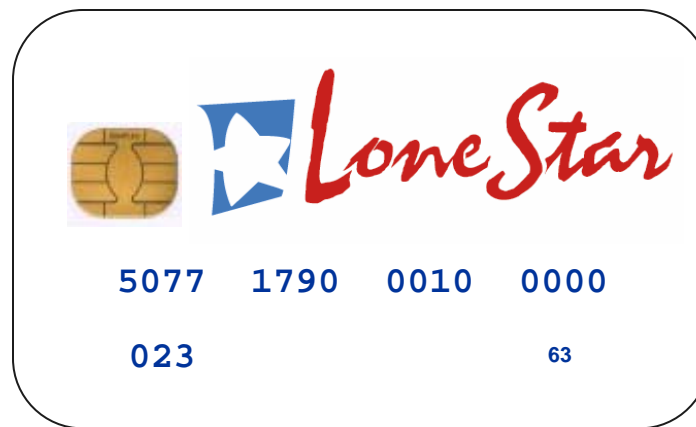
WIC EBT

The "Smart" Way to do WIC





Texas Department of State Health Services



**WIC EBT
Grocer System**